



Handling workplace conflict

Overview

Although most offices are calm and professional places, when you have a diverse group of people with differing opinions and views there always exists the potential for workplace conflict. While this should be handled via your Manager/HR team, there are skills you can use to handle things in a professional manner. By far the majority of workplace flashpoints can be avoided by addressing conflicts early and by not allowing matters to fester.

Some things that you can do:

Remain positive – Approaching any potential conflict with a positive, calm attitude will immediately stand you in good stead with your company. Maintaining an open, positive approach will mean you are able to take a step back and assess the situation rather than react to it. When a manager resolves a difference of opinion between two or more members of their team about a professional matter, accept their decision. Even if you think your boss has made a wrong call, it is their judgement and they will have to stand by it.

Seek amicable resolutions – Remember that you do not need to agree on everything with all colleagues and you do not need to be best friends, you just need to work together. Remember that if this process feels like a compromise for you, then it probably will be the same for the other party.

Get to the heart of the matter – Try not to react to a situation before you have had time to think through the area of disagreement and try to get to the root cause. This will avoid any unnecessary arguments and will mean a resolution can be reached in an efficient and methodical way.

Consider that you may be at fault – Take a minute to think about how you have reacted in the situation and if any fault lies with you. If so, be prepared to change your ways and to bite your tongue occasionally. Saying sorry for when you have been out of line can really go a long way to putting things back on an even keel.

Next steps – If things haven't been resolved and it is affecting your work then this must be handled by your manager/HR. When matters get out of hand, any relevant events must be logged so that you can build a case history. This may help you if the matter develops into a more serious one, which may need escalating.

Article/source

<https://www.monster.co.uk/career-advice/article/how-do-i-resolveconflict-with-a-colleague#>

Supporting source

<https://youtu.be/PJbOehAii6c>

Discussion points

Watch the video above and think about how you might handle a similar situation.

Example key questions

- Use the video as the basis for a discussion on how you would resolve the same issue.
- Would you feel comfortable using the above approach and do you know how to contact someone in HR?